



# V-CAN CONNECTOR

Voluntary Community Assistance Network

Indiana Eligibility Modernization Project

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## Director's Update Lessons Learned in Region 1

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Resources

We've learned a great deal over the past five months since pilot implementation. In addition to receiving emails and letters from V-CAN members, FSSA and the IBM-led Coalition have held feedback sessions with Region 1 Access Points, to hear how the new system is working for their clients.

We've received helpful feedback on the online application, interactions with the Call Center and the process for submitting applications in the new

system. As a result of the feedback provided by V-CAN members in recent months, FSSA and the IBM-led Coalition have made improvements to the system including:

- A new online application introduced on March 3, 2008. This version includes screening for potential eligibility of the Healthy Indiana Plan (HIP) and enhancements to optimize performance of the application.
- A V-CAN User Guide was developed to provide Access Points and Authorized

Representatives with tips and helpful information about the new system.

- An Authorized Representative (AR) Form was created and is now available on the FSSA website. The AR Form can be used if an applicant does not designate an Authorized Representative in the online or paper application, or an Authorized Representative needs to be added to a case once the application has been processed.

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## Gold Star Program Information

**Have you received excellent customer service from a Call Center Representative?**

The Gold Star Program was developed to reward outstanding customer service by Call Center Representatives. If a Call Center Representative has provided you with service worthy of recognition, you can nominate him/her for a Gold Star.

Several V-CAN members in Region 1 have experienced great service and have nominated Call Center

Representatives for a Gold Star. Here's what they had to say:

*"Kari has been very helpful, especially at the beginning of the new system. I have talked with Kari several times since the implementation and am very appreciative of her help."*

To nominate a Call Center Representative for a Gold Star, email us at [vcn@us.ibm.com](mailto:vcn@us.ibm.com). Provide the Call Center Representative's name,

the date of the call and a brief description of how the Call Center Representative provided excellent customer service.



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## V-CAN Registration

(Statewide, as of 3/14/08)

Access Points.....377

Publicized...142

Non-Publicized...235

Referral.....265

Informational.....392

Total.....1034

## Director's Update, continued

In addition to the enhancements made since pilot implementation, FSSA and the IBM-led Coalition are continuing to look at ways to improve the new system as we prepare for implementation in Regions 2, 3 and 4. As I've said before, we want to do this "right, not fast."

An update on Eligibility Modernization will be provided during the FSSA Division of Family Resources

Quarterly Financial Review (QFR), scheduled for Wednesday, April 30, 2008 from 10 am – 11 am. The QFR will be held in the Auditorium of the Indiana Government Center South building in Indianapolis. More information about the QFR will be emailed to V-CAN members soon.

We will continue to solicit feedback from V-CAN members in Region 1 and hope to hear from

members in Region 2 with updates on how the implementation is working for their clients. Your continued feedback and support help us improve the system for Indiana's most needy citizens!

## V-CAN Profile: Wabash Valley Hospital

*This V-CAN Profile is the fourth in a series of profiles highlighting V-CAN members throughout Indiana.*

**Wabash Valley Hospital, Inc.**, serves Hoosiers in nine counties in northwest Indiana. The mission of Wabash Valley Hospital is to provide the best mental health care in a cost-effective manner. Since 1938, Wabash Valley Hospital has provided treatment for thousands of adults, adolescents, and children suffering from mental illness, severe emotional turmoil, chemical dependence, and the inability to cope with the demands of everyday life.

Wabash Valley Hospital is dedicated to creating a new community-based model for mental health care that provides consumers quick and efficient access to care.

To achieve this goal, Wabash Valley Hospital utilizes a multi-disciplinary approach that includes a broad continuum of services: Inpatient; Residential; Partial Hospitalization; Day Treatment; Intensive Outpatient; Outpatient; Crisis Intervention; Consultation & Education; Employee Assistance; and Home- and School-based Case Management. Additionally, Wabash Valley Hospital's Child and Adolescent Services provides specialized and comprehensive mental health services to children and their parents.

The services provided by Wabash Valley Hospital are offered at ten locations throughout northwest Indiana. All ten locations are V-CAN Access Points. These Access Points provide computers for clients to use when applying for or managing

benefits in the new system. Dianna Huddleston, Director of the Community Living Program for Children and Adolescence at Wabash Valley Hospital, believes V-CAN membership provides one more way to meet client needs. "By providing access at all ten hospital locations, we can enhance our services and make sure all of our patients have access to their benefits while receiving care at Wabash Valley Hospital," said Huddleston.

*For more information on Wabash Valley Hospital, contact Dianna Huddleston at [dianna@wvhmhc.org](mailto:dianna@wvhmhc.org).*

*If you are a V-CAN member with extra office locations, complete the Extra Office Location form at [www.in.gov/fssa](http://www.in.gov/fssa), click "Click here if you have multiple offices to sign up extra locations."*

### Reminder!

If you have recently moved or have new contact information, please let us know! We want to make sure you are getting the latest information on Eligibility Modernization.

Email us at [vcn@us.ibm.com](mailto:vcn@us.ibm.com) to update your email and mailing addresses, contact names and/or telephone numbers.

# New! V-CAN User Guide is Now Available

## Did You Know...

✓ The Indiana Application for Assistance contains a case-specific barcode, so a blank paper application should not be photocopied and used for multiple applicants.

✓ If a case closure or denial decision is found to be in error, the case closure may be rescinded to preserve the application date.

✓ The Call Center Automated System is not impacted by peak usage times (i.e., Monday, late mornings and after holidays), and can be accessed at any time to check

case status, report changes, find a local DFR office or listen to Frequently Asked Questions.

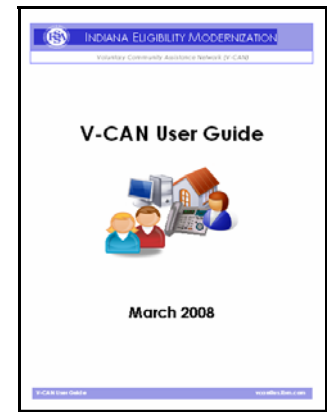
**These tips and many more are included in the V-CAN User Guide.**

The V-CAN User Guide was developed in response to feedback from Region 1 V-CAN members. The V-CAN User Guide serves as a desk-top reference for V-CAN Access Points when assisting applicants and clients in their office. The V-CAN User Guide is organized into five primary sections with information and tips including:

- Applying for Benefits in the New System;
- Managing Benefits in the New System;
- Client Support Materials;
- V-CAN Resources; and
- Quick Reference Cards with helpful information.

The V-CAN User Guide is intended to supplement, not replace, V-CAN Training. If you are located in Regions 1 or 2 and have already attended V-CAN Training, be sure to download a copy of the V-CAN User Guide. Go to [www.in.gov/fssa](http://www.in.gov/fssa), click "Eligibility Modernization" and "Communications" to print the V-CAN User Guide.

## V-CAN User Guide



## Regional Spotlight: Major and Minor Service Centers

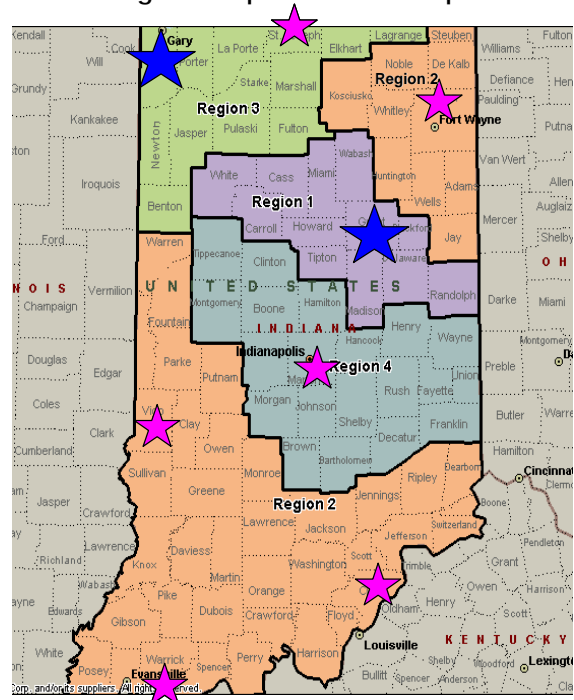
In addition to enhancements made to the new system since Region 1 implementation in Fall 2007, FSSA and the IBM-led Coalition have implemented several Service Centers throughout the state.

The two Major Service Centers (blue stars), contain the Call Center and document storage functions. The Major Service Center in Grant County is the primary document processing and Call Center location, with back-up document processing in Lake County. The Major Service Center in Grant County was implemented in October 2007 and the Major Service Center in Lake County opened in March 2008.

The five Minor Service Centers (pink stars) provide administrative support such as application processing, hearing preparation and change processing. The Minor Service Centers in Clark and Vigo counties were implemented in March 2008; the other Minor Service Centers will be implemented in conjunction with other regional implementation.

In the new system, work at the Major and Minor Service Centers will be conducted by State and IBM-led Coalition employees; however eligibility will be determined by State employees only. Clients will not visit the Service Centers; rather, they will call the Call Center, mail or FAX documents to the Service Center or visit a local DFR office to apply for or manage benefits in the new system.

## Regional Implementation Map



## Did You Know?

### Indiana Public Health and Assistance Helpline

In conjunction with FSSA and Eligibility Modernization, Mental Health America of Indiana is providing an opportunity for applicants and clients to provide feedback, offer a suggestion, or compliment the changes made to public assistance in Indiana.

The **Indiana Public Health and Assistance Helpline** is available for questions regarding cash assistance (TANF), Food Stamps, and Medicaid. Inquiries to the Helpline may include

questions about where and how to apply for public assistance, concerns about agency procedures or compliments about the new system. The Helpline can also help Hoosiers find services in their area.

All calls to the Helpline are documented and tracked to make sure questions are resolved. If a call is made by a V-CAN member, the question, concern or compliment is immediately forwarded to the IBM-led Coalition for follow-up.

The toll-free Indiana Public Health and Assistance Helpline, 1-877-2-IND-AID (1-877-246-3243), is available from 9am - 5 pm, Monday through Friday. When calling after 5pm, clients and service providers can leave a message and their call will be answered by the next business day.

The Indiana Public Health and Assistance Helpline is available in Region 1 and will be available to clients when Eligibility Modernization is

implemented in other regions throughout the state.

The Indiana Public Health and Assistance Helpline offers brochures, posters and postcards with ways to contact the Helpline or other services for applicants and clients. If you are interested in obtaining Helpline materials, contact Cheryl McNutt at [cmcnutt@mhai.net](mailto:cmcnutt@mhai.net) or 317-638-3501, ext. 234.

## Healthy Indiana Plan (HIP) Update

### It's HIP to be Healthy in Indiana!

The Indiana Family and Social Services Administration (FSSA) is coordinating with various organizations throughout the state to continue the successful implementation of the Healthy Indiana Plan (HIP), the new state-sponsored health insurance program for uninsured

adult Hoosiers. FSSA would like your help in reaching out and educating our fellow Hoosiers who will benefit from this valuable new insurance coverage program.

To date, over 30,000 HIP applications have been submitted. Remember, the number of participants who can enroll in the program is limited, so help us reach

out to those in your community!

If participants of your next event could benefit from receiving information, or if you know of any events in your community that would like to promote HIP information, contact the HIP Outreach Team at [team@tomatofishmktg.com](mailto:team@tomatofishmktg.com) to request HIP materials for your event.

If you want more information on HIP, contact us at 1-877 GET-HIP-9 or [www.HIP.in.gov](http://www.HIP.in.gov).



## How Can You Get More Information?

If you have questions about Eligibility Modernization or the V-CAN, there are several ways you can get more information:

- Attend V-CAN Training prior to implementation in your Region;
- Visit [www.in.gov/fssa](http://www.in.gov/fssa) and click "Eligibility Modernization" and "Communications" to review presentations, common questions and answers and other helpful information about the V-CAN and Eligibility Modernization.
- Email your questions to [vcan@us.ibm.com](mailto:vcan@us.ibm.com).

The next issue of the *V-CAN Connector* will be published in June 2008 and will include an update on V-CAN Training and regional implementation.

